

	Type	L #	Hits	Search Text
1	BRS	L2	193	average near3 answer\$4
2	BRS	L3	2	1 and 2
3	BRS	L4	5	379/265\$3.ccls. and 1
4	BRS	L5	4	379/266\$3.ccls. and 1
5	BRS	L1	18	(designat\$3 assign\$3 allocat\$3 adjust\$3 reassign\$3 re-assign\$3 reallocat\$3 re-allocat\$3) with (resouce agent CSR (service adj representative)) with (based accord\$4) with (rule objective goal profit)
6	BRS	L6	18	(designat\$3 assign\$3 allocat\$3 adjust\$3 reassign\$3 re-assign\$3 reallocat\$3 re-allocat\$3) with (resouce agent CSR (service adj representative)) with (based accord\$4) with (rule objective goal profit)
7	BRS	L7	11	((((designat\$3 assign\$3 allocat\$3 adjust\$3) with (resouce agent CSR (service adj representative)))) and profit\$5) and 379/265\$3.ccls.

	U	1	Document ID	Issue Date	Pages
1	<input type="checkbox"/>	<input type="checkbox"/>	US 6744879 B1	20040601	7
2	<input type="checkbox"/>	<input type="checkbox"/>	US 6714642 B2	20040330	20
3	<input type="checkbox"/>	<input type="checkbox"/>	US 6661882 B1	20031209	21
4	<input type="checkbox"/>	<input type="checkbox"/>	US 6587558 B2	20030701	10
5	<input type="checkbox"/>	<input type="checkbox"/>	US 6553113 B1	20030422	19
6	<input type="checkbox"/>	<input type="checkbox"/>	US 6366666 B2	20020402	10
7	<input type="checkbox"/>	<input type="checkbox"/>	US 6298130 B1	20011002	9
8	<input type="checkbox"/>	<input type="checkbox"/>	US 6278777 B1	20010821	7
9	<input type="checkbox"/>	<input type="checkbox"/>	US 6134315 A	20001017	9
10	<input type="checkbox"/>	<input type="checkbox"/>	US 5903641 A	19990511	12
11	<input type="checkbox"/>	<input type="checkbox"/>	US 5559878 A	19960924	25

	Title	Current OR	Current XRef
1	Profit-based method of assigning calls in a transaction processing system	379/265.05	379/266.02
2	System and methods for call decisioning in a virtual call center integrating telephony with computers	379/265.02	379/266.01; 379/88.18
3	System and method for automated telephone message routing using an altered ANI	379/127.01	379/142.01; 379/265.02; 379/265.13
4	System and method for virtual interactive response unit	379/265.09	379/266.09; 379/88.04; 379/88.05
5	System and methods for call decisioning in a virtual call center integrating telephony with computers	379/265.02	379/266.01
6	Adjustment of call selection to achieve target values for interval-based performance metrics in a call center	379/265.06	379/266.08
7	Metadata-based network routing	379/219	379/221.08; 379/265.02
8	System for managing agent assignments background of the invention	379/265.02	
9	Metadata-based network routing	379/219	379/201.01; 379/221.01; 379/221.11; 379/265.01
10	Automatic dynamic changing of agents' call-handling assignments	379/265.12	379/266.01; 379/309
11	Telephonic communications answering and callback processing system	379/210.01	379/265.11; 379/266.01; 379/309; 379/88.2

	U	1	Document ID	Issue Date	Pages
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6748416 B2	20040608	13
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6718330 B1	20040406	12
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6661882 B1	20031209	21
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6639982 B1	20031028	20
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6636598 B1	20031021	13
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6606610 B1	20030812	16
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6550024 B1	20030415	24
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6514801 B1	20030204	18
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6493695 B1	20021210	14
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6466664 B1	20021015	18
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6411692 B1	20020625	30
12	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6220913 B1	20010424	9
13	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6137870 A	20001024	30

	Title	Current OR	Current XRef
1	Client-side method and apparatus for improving the availability and performance of network mediated	709/202	709/217; 709/239
2	Predictive internet automatic work distributor (Pre-IAWD) and proactive internet automatic work distributor (Pro-IAWD)	707/10	707/104.1; 718/105
3	System and method for automated telephone message routing using an altered ANI	379/127.01	379/142.01; 379/265.02; 379/265.13
4	Method and apparatus for agent forcing and call distribution for large team call servicing	379/266.03	379/265.01; 379/265.02; 379/265.11; 379/265.14
5	Automated transaction distribution system and method implementing transaction distribution to unavailable agents	379/265.05	379/266.08
6	Feature interaction resolution using fuzzy rules	706/1	706/12; 706/902
7	Semantic error diagnostic process for multi-agent systems	714/47	714/4
8	Method for manufacturing thin-film transistor	438/151	257/E21.114; 257/E21.273; 257/E21.413; 438/166
9	Methods and systems for homogeneously routing and/or queueing call center customer interactions across media types	706/47	706/45; 706/46
10	Time slot based call pacing method and apparatus	379/266.08	379/265.1
11	System for providing caller information to called party via call standard data field	379/127.01	379/142.01
12	Mechanism and method for automatically transferring support pillars	445/24	
13	System for providing caller information to called party via call standard data field	379/127.06	

	U	1	Document ID	Issue Date	Pages
14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6032142 A	20000229	9
15	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 5848226 A	19981208	7
16	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 5299260 A	19940329	19
17	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 4812249 A	19890314	8
18	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 4701275 A	19871020	8

	Title	Current OR	Current XRef
14	Autonomous compound agents	706/47	706/46; 706/50
15	Prioritized data transfer through buffer memory in a digital printing system	358/1.15	
16	Telephone call handling system	379/266.07	379/265.06
17	Testing system	252/62.52	252/408.1; 436/5
18	Testing system	252/62.52	324/216; 324/238; 436/806

[illegible]